Express5800

NEC

NEC ESMPRO AlertManager
User's Guide

Chapter 1 Installing the Alert Manager

Chapter 2 Using the Alert Manager

Appendix Notes

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Abbreviations of Operating Systems

Windows Operating Systems are referred to as follows.

Notations in this document	Official names of Windows
Windows Server 2008 R2	Windows Server 2008 R2 Standard Windows Server 2008 R2 Enterprise Windows Server 2008 R2 Datacenter Windows Server 2008 R2 Foundation
Windows Server 2008	Windows Server 2008 Standard Windows Server 2008 Enterprise Windows Server 2008 Datacenter Windows Server 2008 Standard 32-bit Windows Server 2008 Enterprise 32-bit Windows Server 2008 Datacenter 32-bit
Windows Server 2003 R2	Windows Server 2003 R2 Standard x64 Edition Windows Server 2003 R2 Enterprise x64 Edition Windows Server 2003 R2 Standard Edition Windows Server 2003 R2 Enterprise Edition
Windows Server 2003	Windows Server 2003 Standard x64 Edition Windows Server 2003 Enterprise x64 Edition Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition
Windows 7	Windows 7 Professional 64-bit Edition Windows 7 Professional 32-bit Edition
Windows Vista	Windows Vista Business 64-bit Edition Windows Vista Business 32-bit Edition
Windows XP	Windows XP Professional x64 Edition Windows XP Professional

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About This Guide

The NEC ESMPRO monitors the configuration, failures, and performance of systems across a network. This user's guide is intended for the system administrator and describes NEC ESMPRO capabilities, installation, features, and use.

This document is comprised of the following chapters.

- Chapter 1, Installing the Alert Manager, explains how to install the Alert Manager.
- Chapter 2, Using the Alert Manager, explains how to use the Alert Manager.

Notations used in the text

In addition to safety-related symbols urging caution, 3 other types of notations are used in this document. These notations have the following meanings.

Indicates critical items that must be followed when the operating software.

Indicates items that must be confirmed when the operating software.

Indicates information that is helpful to keep in mind when using this server.

I. Installing the Alert Manager

Alert Manager software is installed automatically in the Agent and the Manager when Agent software and NEC ESMPRO Manager software are installed. No settings are required to install the Alert Manager.

2. Using the Alert Manager

2.1 Report the Alert Function

The function of the Alert Manager is to direct and manage reports on the alerts occurring on the server. The important reporting and receiving methods include:

Reporting Method	Operates on the:
SNMP report to Manager	Agent
TCP/IP report to Manager	Agent
Internet Mail	Agent and Manager
Pop-up message	Agent and Manager
Output to printer	Agent and Manager
Writing to file	Agent and Manager
Command execution	Agent and Manager
Client report	Agent
Critical log output	Agent
TCP/IP receive from Agent	Manager

Alert Managers in the Agent monitor Windows event logs, Agent's event.
Alert Managers in the NEC ESMPRO Manager monitor alert logs supplied by the Agents.

2.2 System requirements

Hardware

- Same requirement as the NEC ESMPRO Manager or Agent.
- SMTP Server (required for the Internet Mail report)

2.3 Operation Overview

Alert Manager consists of the following five major functions:

- Alert Manager setting
- Alert monitoring
- Scheduling function of alert report
- Report function of alert
- Receive function of alert

Alert Manager Setting

Setting tools include the following:

- Report setting function - Used for the setting for monitoring objects (event and alert), reporting method, and reporting destination and matches the monitoring object with the reporting destination.
- Test report function - Setting contents can be checked by the test report.
- The following two kinds of test report methods are provided and both of them can be executed with the ease of pushing a button.
  - Method of checking whether the destination is correctly set by the report method.
  - Method of actually simulating the report to the destination related to the monitoring alert by generating the test alert.
- Save and restore the Alert Manager setting information including base setting, destination setting and monitor event to a file.

Alert Monitoring

- Filtering function - extracts the monitor alert under the set conditions. The conditions indicate event source name, server name, and so forth. Conditions to be set depend on the time of event log monitor and alert log monitor.
- Suppress function

  Suppress interval can be specified.

2.3.1 Scheduling Function of Alert Report

- Report scheduling function:

  Reportable time periods can be specified.
- Retry function:

  If reporting fails, retry of reporting is done. Retry is specified for each reporting destination with the retry interval and maximum retry time.

2.3.2 Report Function of Alert

- Manager report(SNMP, TCP/IP) function:

  This function reports the alert using the SNMP or TCP/IP function.

  Report contents include a detailed message, support method, and alert type.

  A report can be issued to the manager under the LAN environment (In-Band report) as well as under the WAN environment (Out-of-Band report) using a Remote Access Service.

  This function is only available for the Agent.

– Internet Mail function:

  This function uses SMTP protocol to report by Internet Mail. This function requires the Mail Server to support SMTP.

  Report contents include a detailed message, support method, and alert type.

  The report contents cannot be selected but the send message can be edited.

– Pop-up message function:

  A pop-up message is displayed on the screen when the alert occurs.

  The report contents include a detailed message, support method, and alert type.

  A message title can be edited and the report contents can be selected at the time of setting.

  The pop-up message always displays only one message on the screen. Each message is sequentially displayed with a push of a button.

– Printer output function:

  An alert results in output to the printer when an alert occurs. Output to the network printer is also available.

  The report contents include a detailed message, support method, and alert type.

  The message can be edited and the report contents can be selected.

– Writing to file function:

  An alert is written into the text file when an alert occurs.

  The report contents include a detailed message, support method, and alert type.

  The message can be edited and the report contents can be selected at the time of setting.

– Command execution function:

  A specified command is executed.

  Alert Manager can pass the specified command alert information as command line arguments.

– Client report function:

  The report method can issue multicasting messages to the client computer in the same domain.

  Report contents include a detailed message, support method, and alert type.

  The report contents can be selected at the time of setting.

  This function is only available for the Agent.

– Critical error logging function:

  A critical error is written into a critical log.

  A critical log is the log file in which a critical failure of the system is logged. A message to attract the attention of the user is displayed when the setting is made in order to write the failure into the critical log.

  This function only supports the NvRAM placed server.

– Shutdown, reboot:

  The system can be shut down and rebooted when the alert occurs. A time elapses before the system shutdown can be specified.

  This function is available for the Agent only.

Client report" method is not supported by Windows Vista and later.

2.3.3 Receive Function of Alert

– Receive Alert from Agent(TCP/IP) function:

This function receives the alert using the TCP/IP function.

This function is only available for the Manager.

2.4 Operation Preparation

Setup

To set up the Alert Manager, you must match the event or alert that is to be reported with the report destination and when it is to be reported.

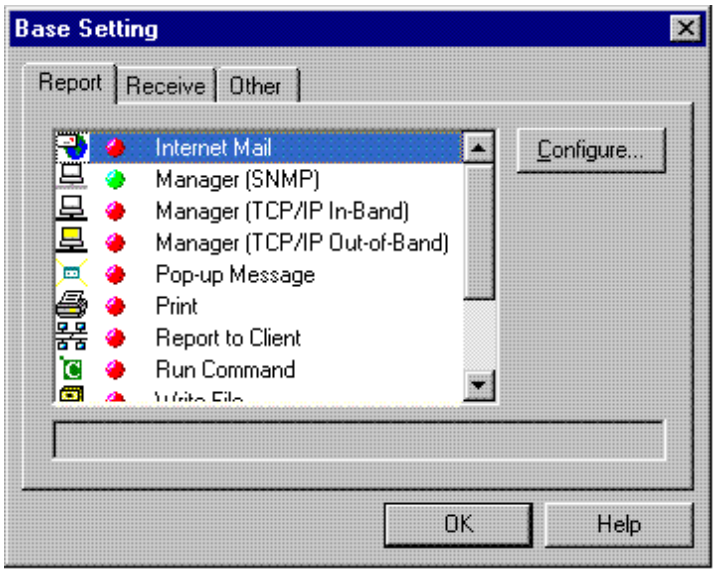
1. Start the Alert Manager setting tool.

   In the Manager, bring up the Alert Viewer and select Report Settings in the Tools menu.

   In the Agent, click on the NEC ESMPRO Agent icon in the Control Panel and select Report Settings in the General sheet.
2. Perform Base setting.
3. Create a list of report destinations.
4. Set monitor alerts.
5. For Agent, set monitor events in an event tree.

   For Manager, set monitor alerts in an alert tree.
6. Associate monitoring alerts with report destinations.
7. Check the setting results by executing a test.

Base Setting



The base setting consists of the following three items.

- ■ Setting reporting measures (*1)
- ■ Setting report reception (*2)
- ■ Other settings (*1)

*1 Set in both an Agent and a Manager.

*2 Set in a Manager only.

The following can be set on the Base Setting window.

– Function valid/invalid status:

Green indicates the function is valid and red indicates the function is invalid. Clicking on this bitmap switches valid/invalid indication.

Color		State	Description
	Green	valid	the function is valid.
	Red	invalid	the function is invalid.

– Setting reporting measures:

Reporting measures are required for reporting and are measures other than the destinations. This section discusses the structure of each reporting measure.

Some reporting measures require setting of functions other than Alert Manager functions.

Manager report (SNMP) requires a structure of the SNMP service of Windows and manager report (TCP/IP Out-of-Band) requires a Remote Access Service structure of Windows. In these cases also, the system indicates on the screen that other settings are required.

Bitmap	Reporting measures
	Manager (SNMP) (*1)
	Manager (TCP/IP In-Band) (*1)
	Manager (TCP/IP Out-of-Band) (*1)
	Internet Mail (*2)
	Pop-up Message (*2)
	Print (*2)
	Write File (*2)
	Run Command (*2)
	Report to Client (*1)
	Critical error log (*1)
	*This measures is not indicated in setting dialog.

*1 Set in Agent only.

*2 Set in both Agent and Manager.

To report the Alert, make settings by clicking the function status bitmap and change to green.

– Setting report reception measures:

The setting of a report reception indicates the preparations required for the manager to receive a report. Here, it refers to a structure of each reporting measure such as "setting a mode used for receiving manager reports."

Bitmap	report reception measures
	Receive from Agent (*1)

*1 Set in Manager only.

To receive the alert, make settings by clicking the function status bitmap and change to green.

– Other settings:

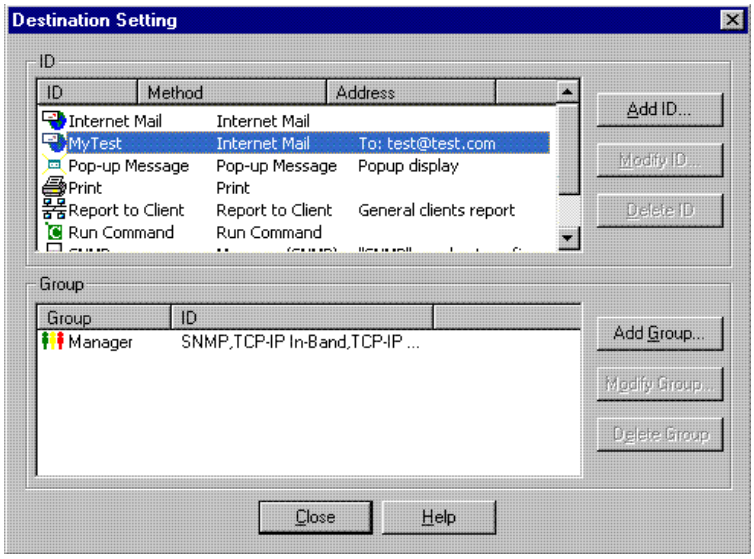
Other settings refer to the preparations required for setting Alert Manager other than reporting measures and report reception.

These settings include the shutdown time setting in Agent.

Bitmap	report reception measures
	Shutdown Delay (*1)

*1 Set in Agent only.

Setting Destinations



Destination setting consists of the following four items.

- Setting destination IDs
- Setting destination ID groups
- Selecting a reporting measure and a designation for each destination ID
- Setting a report schedule for each destination ID

At installation, set the minimum number of destinations, destinations ID, and ID groups required in the Alert Manager. But these ID settings do not become effective until you create them in "Address Setting" in the [ID Setting] window.

Use the Destination Setting window as the base point for the setting.

– Setting destination IDs:

  A destination ID is just like a name in an address book. A name can be assigned freely for each report destination. In the destination ID list, IDs can be added, edited, or deleted.

– Setting destination ID groups:

  A destination ID group can be created by grouping a number of destination IDs.

  In the destination ID group, ID groups can be added, edited, or deleted.

Bitmap	Reporting measures
	destination ID group

– Selection of reporting measures and setting destinations:

  One reporting measure can be selected for each destination ID. To set multiple report IDs for one destination, create multiple destination IDs and group them. When a reporting measure is selected, a destination can be set. The ID cannot be created unless the destination is set.

  For some reporting measures, the destination can be tested using the designation setting dialogue.

– Setting report schedules:

  A schedule can be set for each destination ID. In the schedule, set a report enabled time zone and report retry.

  When a destination is set, the report schedule can be set.

Setting Monitor Alerts

The setting of monitor alerts consists of the following four items.

- Setting monitor events (*1)
- Setting monitor alerts (*2)
- Associating monitor alerts with report destinations (*3)
- Report test (*1)

*1 Set in an Agent only.

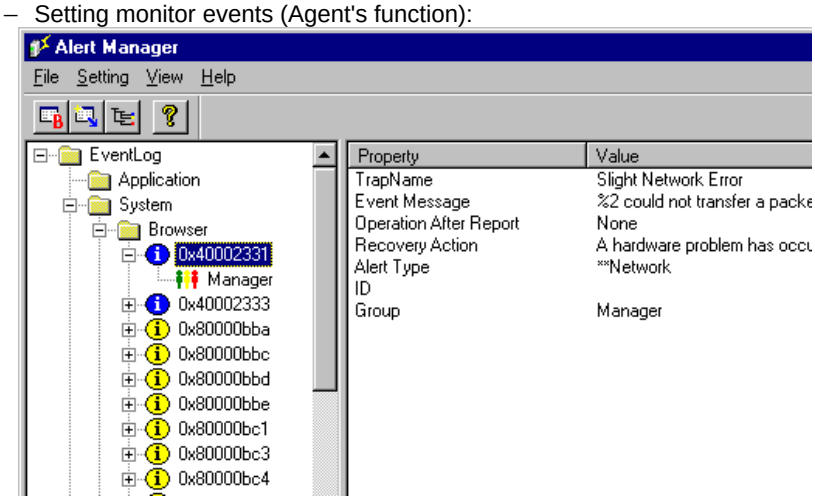
*2 Set in a Manager only.

*3 Set in both an Agent and a Manager.

At installation, monitor alerts and reporting measures have been associated.

Use tree windows for all the settings.

– Setting monitor events (Agent's function):



Set for each event that is displayed on the tree. The setting results are listed on the right side of the tree.

When you right-click a source or event in the Tree View (left pane), you have the following context menus.

- Select Monitor Event (*1)
- Monitor Event Setting
- Link Destination
- Test (*1)

(*1) Not displayed in Agent Events Tree View.

A tree is displayed on the left side of the Alert Manager screen. A tree can be switched by pressing the tree selection button.

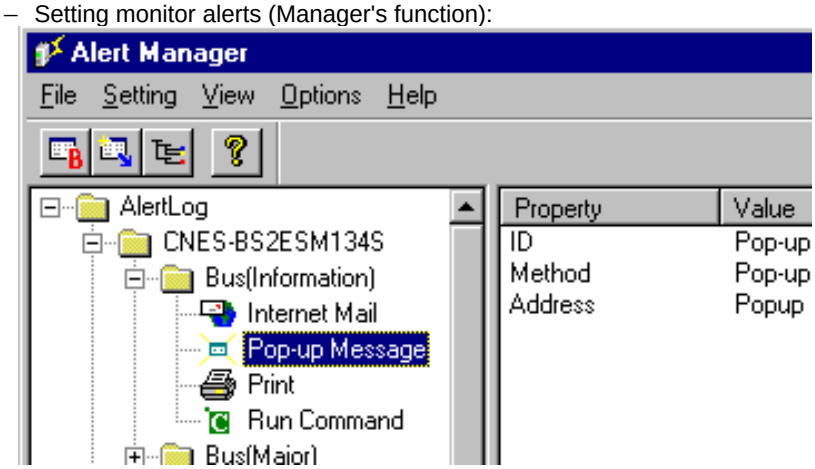
Monitoring event trees are organized in the following hierarchical structure.

- [Event Log Type]
  - [Event Source]
    - [Event ID]
      - [Report destination ID (or ID group)]

Event Log Type	**Event log type (System, Security, Application)**
Event Source	Event source name of the event to be monitored
Event ID	Event ID of the event to be monitored. Event number is indicated in hexadecimal, like: 0x40002331. The bit map of the event type (error, warning, successful, or information) is displayed on the left side of the event ID.
Report destination ID	IDs of report destinations are listed. The bit map that indicates the reporting measure is displayed on the left side of the report destination ID.

Bitmap	Event type
	successful
	information
	warning
	error

– Setting monitor alerts (Manager's function):



Set for each alert to be displayed on the tree. Setting results are listed on the right side of the tree.

When you right-click a server name or alert type in the Tree View (left pane), you have the following context menus.

- Select Monitor Alert
- Link Destination

A tree is displayed on the left side on the Alert Manager screen. A tree can be switched while pressing the tree selection button.

A Monitor alert tree is organized in the following hierarchical structure.

- [Server name]
  - [Alert type]
    - [Report destination ID (or ID group)]
      - [Report destination ID (or ID group)]

Server name	Indicates the server name.
Alert type	Indicates the alert type. (CPU, Fan, and so on) An important degree (Information, Minor, Major, Other) is indicated behind Alert type.
Report destination ID	IDs of the report destinations are listed. The bit map that indicates the reporting measure is listed on the left side of the report destination ID.

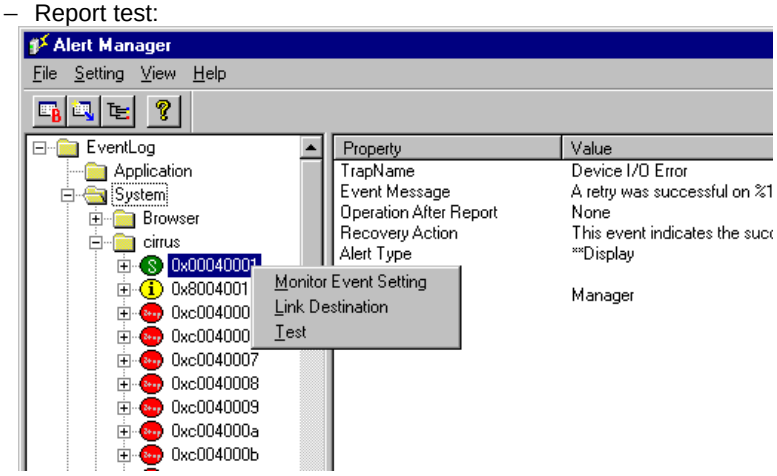
– Association of monitor alerts with report destinations:

Associate each event displayed on the tree with a report destination. Setting results are displayed in the list on the right side of the tree.

For the association, multiple destination IDs and destination group IDs can be set.

Click the event to be set and drag it while pressing the right button of the mouse.

– Report test:



The test enables users to verify whether each event displayed on the tree is notified to the associated destination by generating an event.

Execute the test by clicking the event to be set and dragging it while pressing the right button of the mouse.

– Displaying information on monitor events and alerts:

Information on the items selected from the tree is displayed in list control on the right side on the Alert Manager tree screen.

2.5 Operation

2.5.1 Overview

This section gives an explanation of practical operation for Alert Manager.

- Basic operation of setting tool
- Setting according to report method
- Setting according to report receiving method
- Other settings

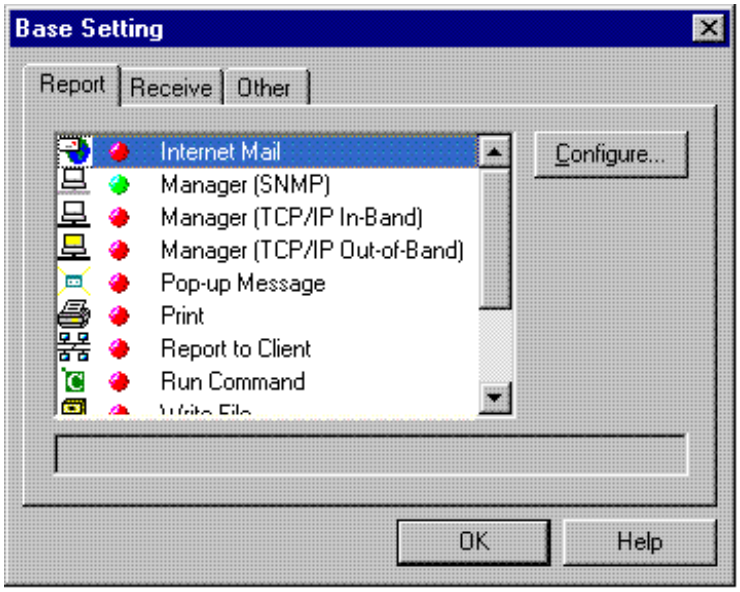
2.5.2 Basic Operation of Alert Manager Setting Tool

Base Setting

- Base Setting window

  This window is used to make the basic setting of Report methods, report receiving methods, and others in Alert Manager. Select Base Setting in a Setting menu or a button of the toolbar to make the setting.

- Base setting of report method (Report)



– Report method list:

  Bitmaps indicating report methods, report valid/invalid bitmaps are displayed.

– Report method bitmaps:

  This bitmap indicates the report method.

– Report valid/invalid bitmap:

  Green indicates the report valid and red indicates the report invalid.

  Clicking on this bitmap switches valid/invalid indication.

– Report method description:

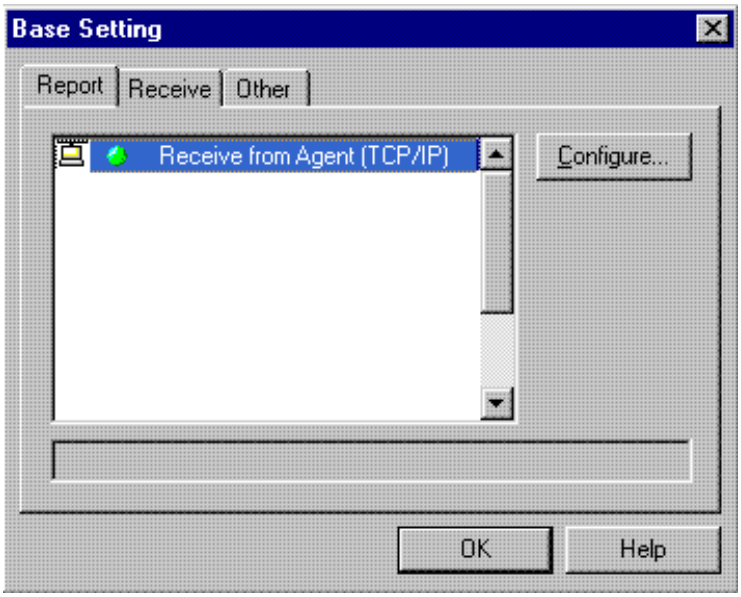
  Selecting the report method displays description for the report method.

– Configure button:

This button makes the base setting of the selected report method.

However, the Configure button is not available in some report methods.

■ Base setting of report receiving method (Receive)



– Report receiving method list:

Bitmaps indicating report receiving methods and report receiving valid/invalid bitmaps are displayed.

– Report receiving method bitmap:

This bitmap indicates the report receiving method.

– Receiving valid/invalid bitmap:

Green indicates receiving valid and red indicates receiving invalid.

Clicking on this bitmap switches valid/invalid indication.

– Report receiving method description:

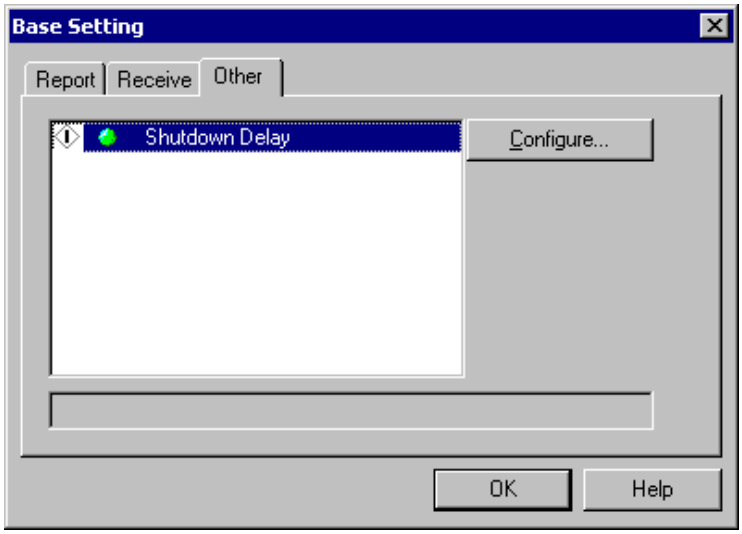
Selecting the report receiving method displays the description for the report receiving method.

– Configure button:

This button makes the base setting of the selected report receiving method.

However the Configure button is not available in some report receiving methods.

■ Other base setting (Other)



– Other setting list:

  Bitmaps indicating other settings are displayed.

– Setting bitmap:

  This bitmap indicates setting contents.

– Setting valid/invalid bitmap:

  Green indicates setting valid and red indicates setting invalid.

  Clicking on this bitmap switches valid/invalid indication.

– Setting item description:

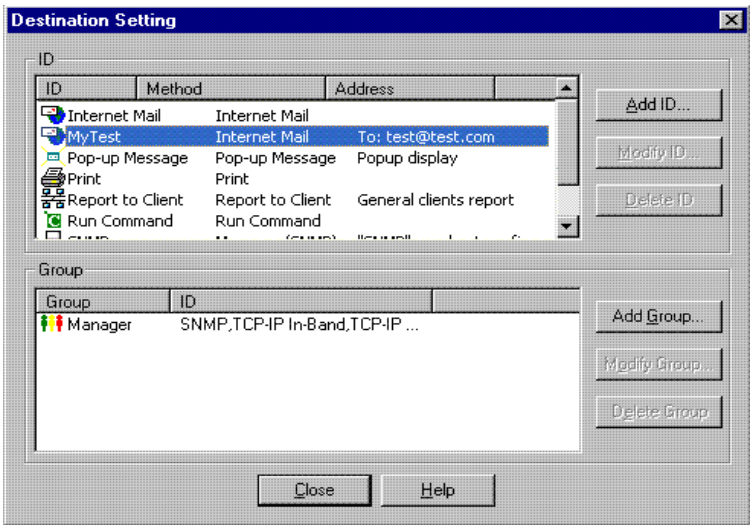
  Selecting the setting item displays the description for the setting item.

– Configure button:

  This button makes the setting of the selected setting item.

Destination Setting

■ Destination Setting dialog



The setting is made by selecting Destination Setting of the Setting menu or a button of the toolbar.

ID and Group set in the address book are listed.

– ID list:

ID : ID names are displayed.

Method : Report methods are displayed.

Address : Addresses are displayed.

– Group list:

Group : Group names are displayed.

ID : An ID list included in the group is displayed.

– Add ID button:

An ID is added.

Pressing this button displays an ID Setting dialog box.

– Modify ID button:

This is used to modify the report destination for the ID selected from the ID list.

Pressing this button displays an ID Setting dialog box.

– Delete ID button:

An ID selected from the ID list is deleted.

– Add Group button:

Group is added.

Pressing this button displays a Group Setting dialog box.

– Modify Group button:

IDs to be added to Group are modified on the Group selected from the Group list.

Pressing this button displays a Group Setting dialog box.

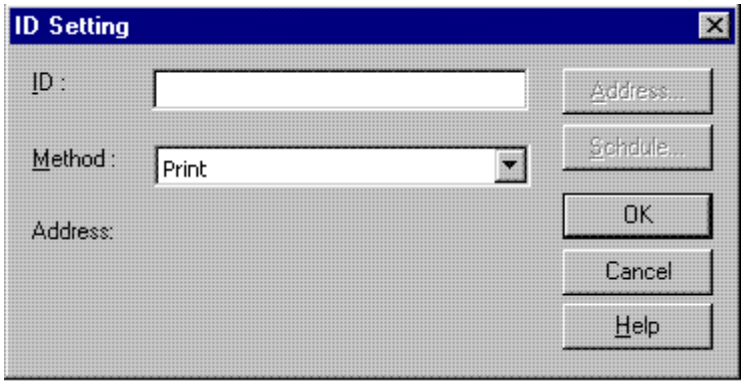
– Delete Group button:

Group selected from the Group list is deleted.

– Close button:

Destination Setting dialog closes.

■ ID Setting window



– ID:

ID names are displayed.

– Method:

Report methods are displayed.

– Address:

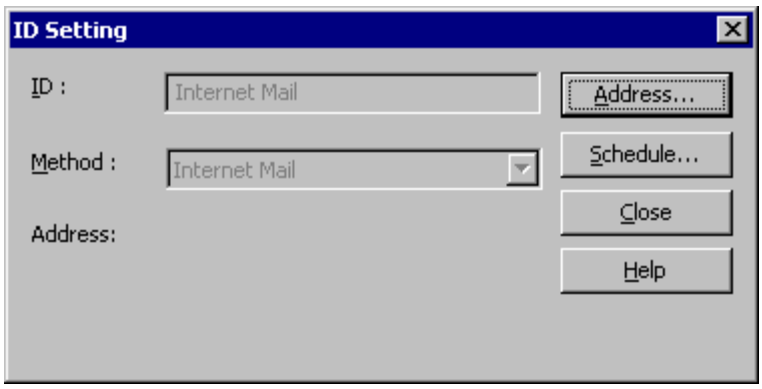
Report destinations are displayed.

How to Make Setting

For addition:

1. Enter an ID name.
2. Select a reporting method in the Method field, such as Pop-up message, Run Command, or Print.
3. If the Address button is available, select it and set the address.
4. Click on Schedule to set a schedule.
5. Click on OK.

For modification:

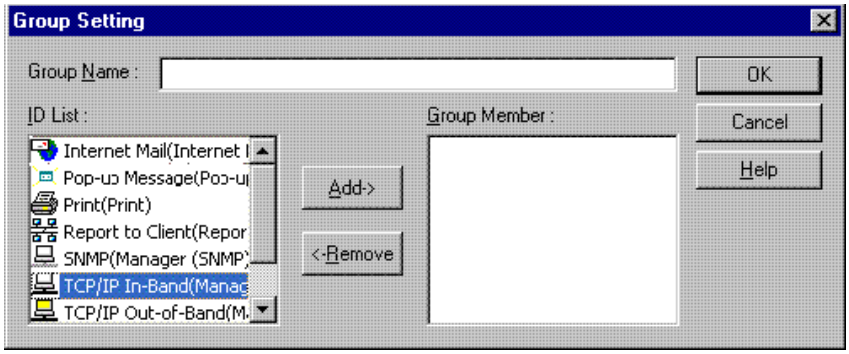


1. If necessary, press the Address and Schedule button to make the report destination setting and schedule setting.
2. Click on Close.

Note

In the case of modification, ID and Method items are indicated with light color and no setting can be made.

■ Group Setting window



– Group Name:

  Group names are displayed.

– ID:

  An ID list is displayed. IDs included in the Group Member are not displayed.

– Group Member:

  An ID set as a member of a group is displayed.

– Add button:

  IDs selected from the ID list are moved to the Group Member list.

– Remove button:

  An ID selected from the Group Member list is moved to the ID list.

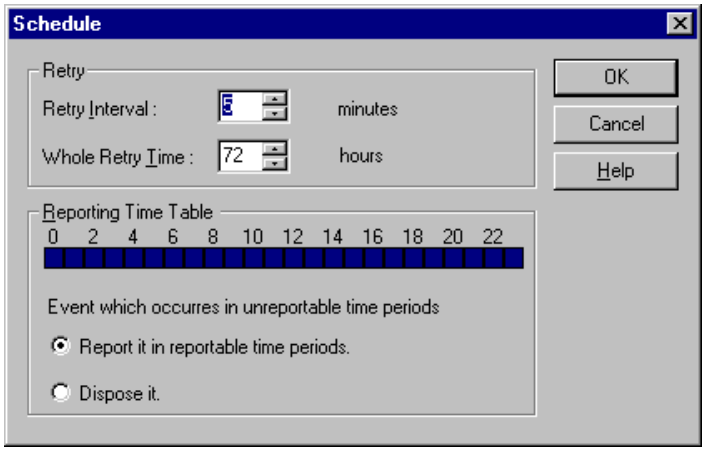
How to Make Setting

For additions:

1. Enter a group name.
2. Select the ID to include in the group member from the ID list.
3. Click on Add to move the selected ID to Group Member.
4. To delete the ID from the group member, select it from the Group Member list and click on Remove.
5. Click on OK.

Note For modification, Group Name is indicated with light color and no modification can be made.

■ Schedule window



– Retry Interval:

  Set the retry interval in the range of 1 to 30 minutes.

– Whole Retry Time:

  Set the maximum retry time in the range of 0 to 240 hours.

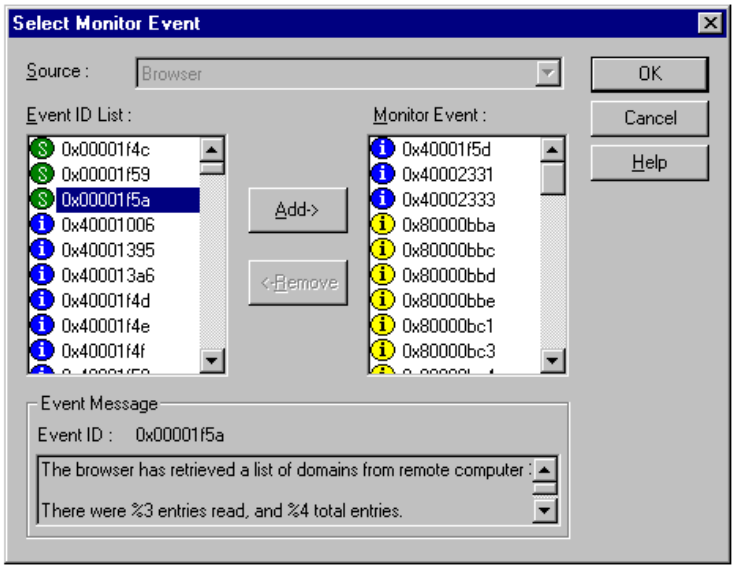
– Reporting Time Table:

  Set the reportable time periods.

Addition of Monitoring Object Event

Use the dialog box below to select which Event ID to monitor.

■ Select Monitor Event window



– Source:

  A source name is selected.

– Event ID List:

  Event IDs of the selected Source are listed.

– Monitor Event:

  Event IDs of the report object are listed.

How to Make Setting

1. Select Source.
2. Select the event ID you want make it a report object from an Event ID list.
3. Pressing the Add button moves the selected event ID to the Monitor Event list.
4. To delete a report object event, select the event ID from the Monitor Event list and press the Remove button to delete it.
5. Press the OK button.

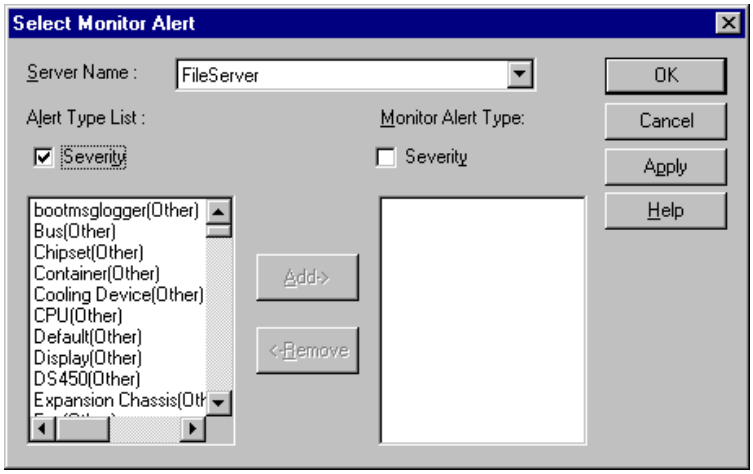
Note

If dialog is opened from the event source name of the tree, Source is indicated with light color and no selection can be made.

Addition of Monitoring Object Alert

Use the dialog box below to specify which alerts will be monitored and reported.

■ Select Monitor Alert window



– Server Name:

A server name is selected.

– Alert Type List:

Alert Type of the selected server name is listed.

An important degree (Information, Minor, Major, Other) is indicated behind Alert type.

– Monitor Alert Type:

Alert Type to be reported is listed.

To Make a Setting

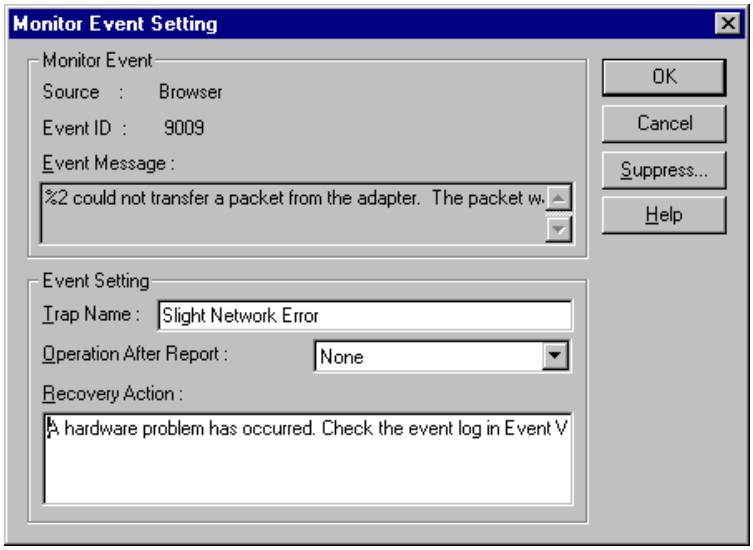
1. Select the Server Name.
2. Select the Alert Type to be reported from the list.
3. Clicking on Add moves selected Alert Type to the Monitor Alert list.
4. To delete the event to be reported, select Alert Type from the Monitor Alert list and click on Remove to delete it.
5. Click on OK.

Note If the window is opened by the Server name, Server Name is indicated with light color and no selection can be made.

Monitor Event Setting

Use following dialog box to enter the action to be taken for each monitored event.

■ Monitor Event Setting window



– Source:

  Source name is displayed.

– Event ID:

  Event ID is displayed.

– Event Message:

  Message is displayed.

– Trap Name:

  Enter a trap name.

– Operation After Notification:

  Select an action after notification.

– Recovery Action:

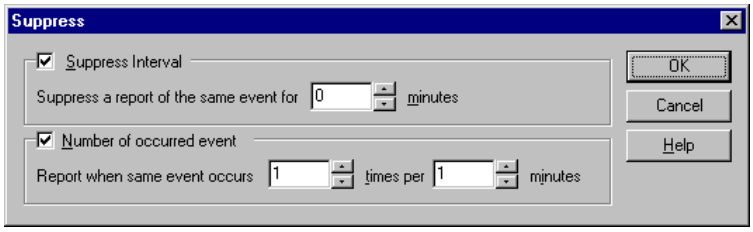
  Set how to handle.

– Suppress button:

  This button makes the setting of the report suppress.

Note "Default" is set up in Alert Type of a new monitoring event which a user registered.

■ Suppress window



– Suppress Interval:

  Mark this check box to suppress report of the same event during the Suppress Interval.

– Suppress a report of the same event for [ ] minutes:

  Set the Suppress Interval in the range of 0 to 1440.

  If you set 0 minute, no report is suppressed and all events are reported.

– Number of occurred event:

  Mark this check box to report when same event occurs specified times per specified interval.

– Report when same event occurs [ ] times per [ ] minutes:

  Set the Interval in the range of 1 to 9999 and Times in the range of 1 to 99.

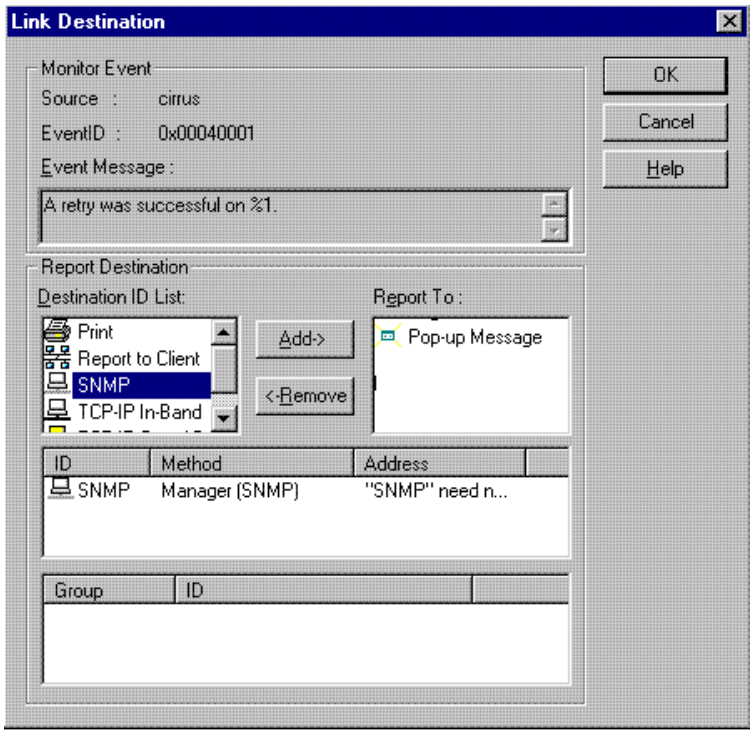
Monitor Alert Setting

Monitoring the alert setting is not provided.

Destination Association Setting

Use following dialog box to specify which destination IDs and/or which destination groups you want to report to.

■ Link Destination window



– Source:

  Source name is displayed.

– Event ID:

  Event ID is displayed.

– Event Message:

  Message is displayed.

– Destination ID List:

  An ID list is displayed.

– Report To:

  A report object ID list is displayed.

– Add button:

  An ID selected from the Destination ID list is moved to Report To.

– Remove button:

  IDs selected from the Report To list are moved to the Destination ID list.

– ID list:

  Information for IDs selected from the Destination ID and Report To lists is displayed.

– Group list:

  Information for IDs selected from the Destination ID and Report To lists is displayed.

To Make a Setting

1. Select the ID to be reported from the Destination ID list.
2. Clicking on Add moves the ID to the Report To list.
3. To delete IDs from report objects, select the ID from Report To list and click on Remove to move the ID to the Destination ID list.
4. Click on OK.

2.5.3 Setting According to Report Method

■ To set the base setting

Use the [Report] property sheet of the [Base Setting] dialog to select the method from the list and make the setting in the dialog displayed by pressing the [Configure...] button.

To report the Alert, make settings by clicking the function status bitmap and change to green.

■ To set destination setting

Select the method from the method list at the time of ID setting in the [Destination Setting] dialog and make the setting in the dialog displayed by pressing the [Address...] button.

Manager Report (SNMP)

No item is provided to set in Alert Manager for the base setting and destination setting.

Make the setting of the SNMP service in Control panel [Network] of Windows.

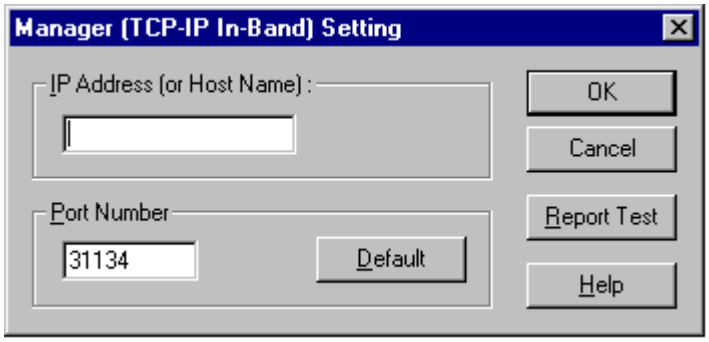
Set also a destination of the remote manager using the SNMP service.

Manager Report (TCP/IP In-Band)

No base setting is required.

Make the following setting for destination setting.

■ [Manager (TCP/IP In-Band)] dialog



– [IP address (or host name)]:

An IP address (or host name) of the remote Manager is set.

Make sure to specify the IP address of the remote Manager.

Note If the remote Manager to be set has already been specified as the trap destination of the SNMP service, release the trap destination setting of the SNMP service.

Note Exercise the care to avoid duplicate setting of the same IP address (or host name) for the trap destination of the SNMP service after this setting.
If duplicate setting is made, more than one alert will be reported.

– [Port number]:

The port number used for the communication between sockets can be set.

For this number, the same value must be set to the Agent and remote Manager (the default value is 31134 for both Agent and remote Manager).

Do not change the value as long as the default value works.

Important If the default value does not work, set the port number in the range of 6001 to 65535.
Clicking the [Default] button resets the number to the default value (31134).
If a modification is made, be sure to also modify the setting for the remote manager. This modification is made in the setting of TCP/IP receive in the [Receive from Agent (TCP/IP) Setting] dialog of the base setting by executing the Alert Manager setting tool on the server in which Manager is installed.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

– [Test]:

For the test report, press this button.

The test result can be checked by a message.

Manager Report (TCP/IP Out-of-Band)

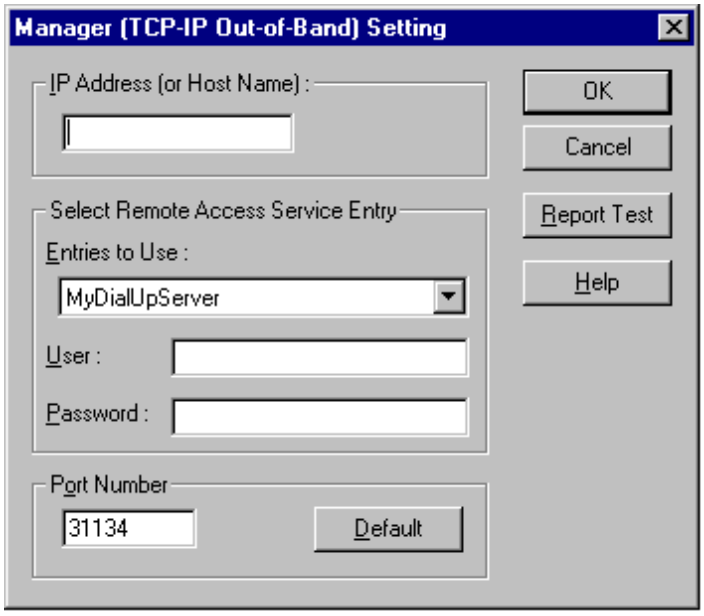
No base setting is required.

Before setting the destination, make configuration of the Remote Access Service. Additionally set an entry of the Remote Access Service.

If the entry of the Remote Access Service is not set, no destination setting can be made.

For the destination settings, make the following settings.

■ [Manager (TCP/IP Out-of-Band)] dialog



– [IP address (or host name)]:

An IP address (or host name) of the remote Manager is set.

Be sure to specify the IP address of the remote Manager.

Note

If the remote Manager to be set has been already set as the trap destination of the SNMP service, release the setting of the SNMP service.

Exercise care to avoid duplicate settings of the same IP address (or host name) for the trap destination of the SNMP service after this setting.

If duplicate setting is made, more than one alert will be reported.

– [Entry to Use]:

Select a Remote Access Service entry from the list.

– [User]:

To gain the Remote Access Service, enter a user name of the selected entry.

– [Password]:

To gain the Remote Access Service, enter a password of the selected entry.

– [Port number]:

The port number used for the communication between sockets can be set.

For this number, the same value must be set to the Agent and remote Manager (the default value is 31134 for both Agent and remote Manager).

Do not change the value as long as the default value works.

> **Important**
>
> If the default value does not work, set the port number in the range of 6001 to 65535.
> Clicking the [Default] button resets the number to the default value (31134).
> If a modification is made, be sure to also modify the setting for the remote manager. This modification is made in the setting of TCP/IP receive in the [Receive from Agent (TCP/IP) Setting] dialog of the base setting by executing the Alert Manager setting tool on the server in which Manager is installed.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

– [Test]:

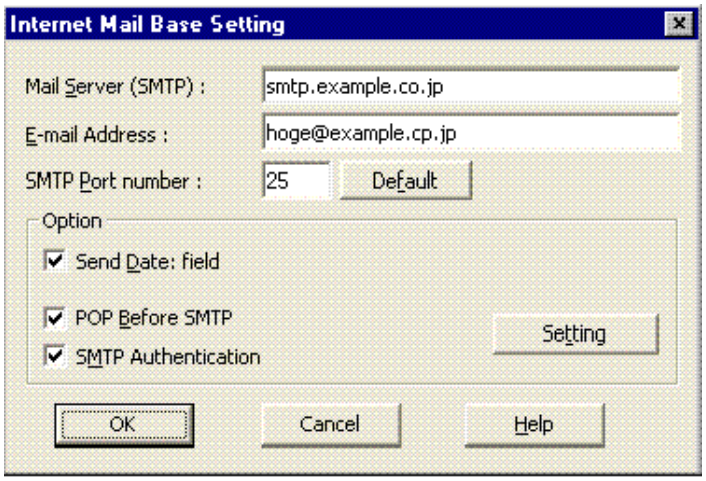
For the test report, press this button.

The test result can be checked by a message.

Internet Mail

For the base setting, make the following settings.

■ [Internet Mail Base Setting] dialog



– [Mail Server (SMTP)]:

Specify either an IP address or the name the Internet Mail Server will be using. (This Mail Server needs to support SMTP.)

– [E-mail address]:

Type in the E-mail address for your mail account in the form user@domain.

– [OK]:

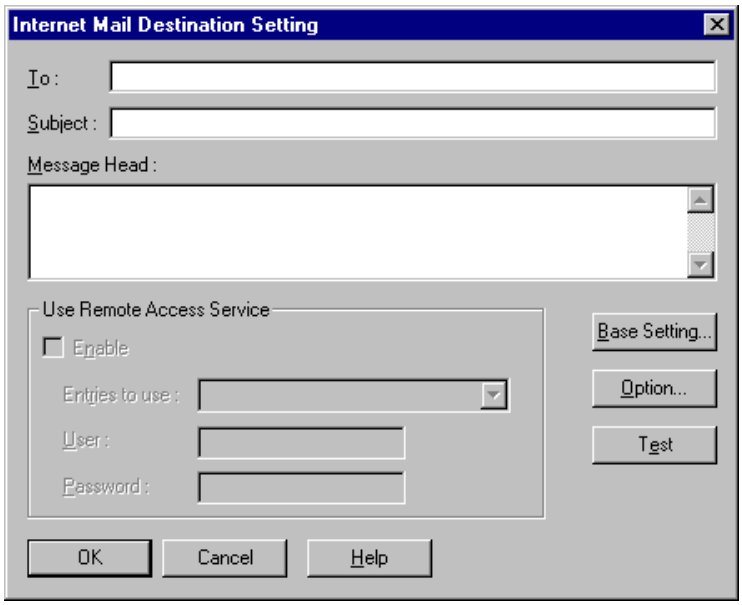
Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

For the destination settings, make the following settings.

■ [Internet Mail Destination Setting] dialog



– [To]:

Type in the E-mail address (To:) in the form user@domain.

Be sure to divide it with , (comma) when you specify plural addresses (e.g. abc@Zzz.Com, xyz@Zzz.Com).

– [Subject]:

Enter a title of the mail.

– [Message Head]:

To send a message, enter information. Message contents of actual mail consist of this message header and alert information.

– [Enable]:

Mark this check box when you send mail through Remote Access Service (RAS).

Note

Before setting the destination, configure the Remote Access Service. Additionally, set an entry for the Remote Access Service. If the entry for the Remote Access Service is not set, this check box cannot be marked.

– [Entry to Use]:

Select a Remote Access Service entry from the list.

– [User]:

Enter RAS user name.

– [Password]:

Enter RAS user's password.

– [Base Setting]:

To open the Internet Mail Base Setting dialog, press this button.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

– [Test]:

For the test report, press this button.

The test result can be checked by a message.

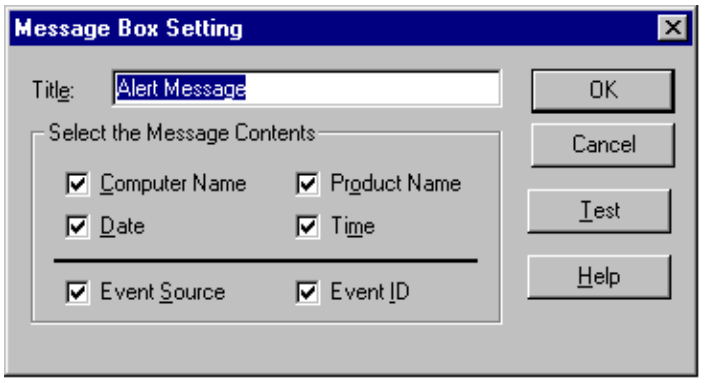
Pop-up Message

No base setting is required.

For the destination setting, make the following setting:

[Pop-up Message Setting] dialog box is used to set and modify the display of a pop-up message of failure information.

■ [Pop-up Message Setting] dialog



– [Title]:

A title of a pop-up message is written.

– [Computer Name]:

To display a computer name, mark this check box.

– [Product Name]:

To display a product name, mark this check box.

– [Date]:

To display a date, mark this check box.

– [Time]:

  To display a time, mark this check box.

– [Event Source]:

  To display a source name, mark this check box.

– [Event ID]:

  To display an event ID mark this check box.

– [OK]:

  Set information is added and this dialog box closes.

– [Cancel]:

  This dialog box closes with no set information added.

– [Test]:

  For the test report, press this button.

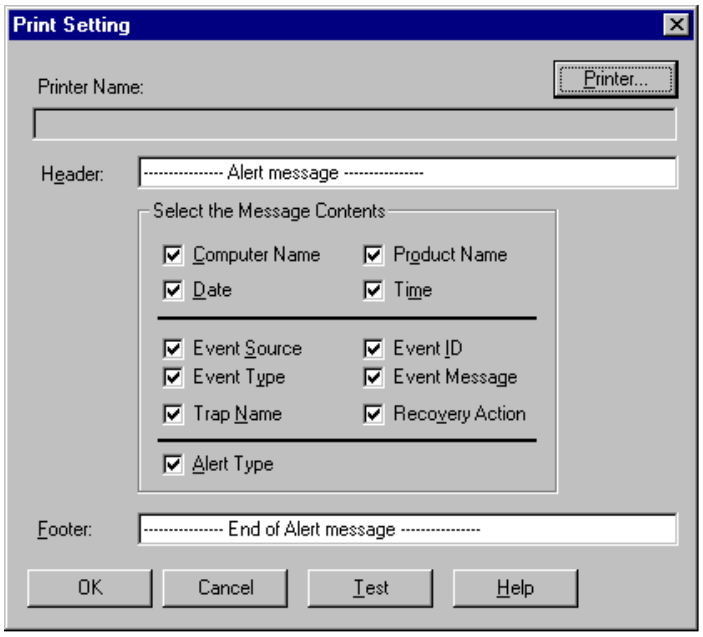
Printer Output

No base setting is required.

For destination setting, make the following setting.

[Print Setting] dialog is used to set and modify the printer output of failure information.

■ [Print Setting] dialog



– [Printer Name]:

  A printer name is displayed in this column.

– [Printer...]:

  To modify a printer, press this button.

– [Header]:

  A header comment to display with failure information is written.

– [Computer Name]:

  To display a computer name, mark this check box.

– [Product Name]:

  To display a product name, mark this check box.

– [Date]:

  To display a date, mark this check box.

– [Time]:

  To display a time, mark this check box.

– [Event Source]:

  To display a source name, mark this check box.

– [Event ID]:

  To display an event ID, mark this check box.

– [Event Type]:

  To display an event type, mark this check box.

– [Event Message]:

  To display details, mark this check box.

– [Recovery Action]:

  To display how to handle, mark this check box.

– [Alert Type]:

  To display an alert type, mark this check box.

– [Footer]:

  A footer comment displaying with failure information is written.

– [OK]:

  Set information is added and this dialog box closes.

– [Cancel]:

  This dialog box closes with no set information added.

– [Test]:

  For the test report, press this button.

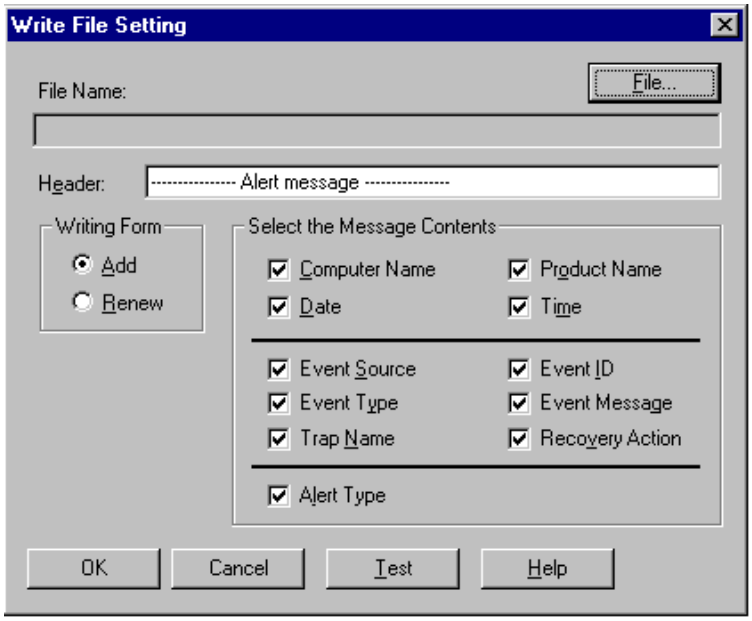
Writing to File

Base setting is not required.

For the destination setting, make the following setting:

[Write File Setting] dialog is used to set and modify the settings for writing the failure information to a file.

■ [Write File Setting] dialog



– [File Name]:

  A file name writing information is displayed.

– [File...]:

  To Add or modify a file name press this button.

– [Header]:

  A header comment displaying with the failure information is written.

– [Computer Name]:

  To display a computer name, mark this check box.

– [Product Name]:

  To display a product name, mark this check box.

– [Date]:

  To display a date, mark this check box.

– [Time]:

  To display a time, mark this check box.

– [Event Source]:

  To display a source name, mark this check box.

– [Event ID]:

  To display an event ID, mark this check box.

– [Event Type]:

  To display an event type, mark this check box.

– [Event Message]:

  To display details, mark this check box.

– [Recovery Action]:

  To display how to handle, mark this check box.

– [Alert Type]:

  To display an alert type, mark this check box.

– [OK]:

  Set information is added and this dialog box closes.

– [Cancel]:

  This dialog box closes with no set information added.

– [Test]:

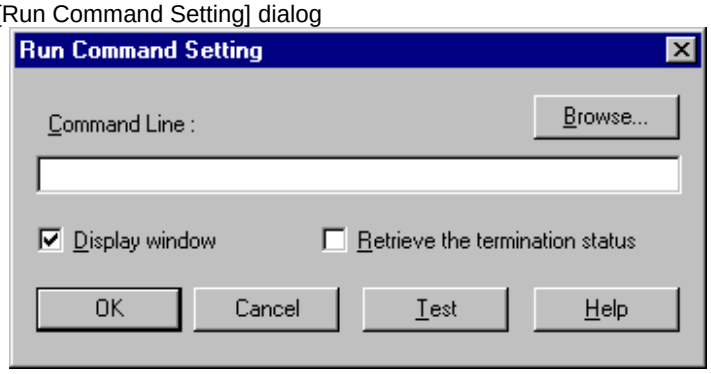
  For the test report, press this button.

Command Execution

No base setting is required.

For the destination setting, make the following setting:

■ [Run Command Setting] dialog



– [Command Line]:

  A file name to write information is displayed.

  The information can be directly entered into the edit box.

  The following specification is available for the command argument.

  – %a Alert type
  – %i Event ID
  – %n Trap name
  – %r Server name
  – %s Event source name
  – %t Alert occurrence time

  Example: ap.exe %s %i

  An event source name is passed to ap.exe as the primary argument and an event ID as the secondary argument.

– [Browse]:

  To select a command from a browser, press this button.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

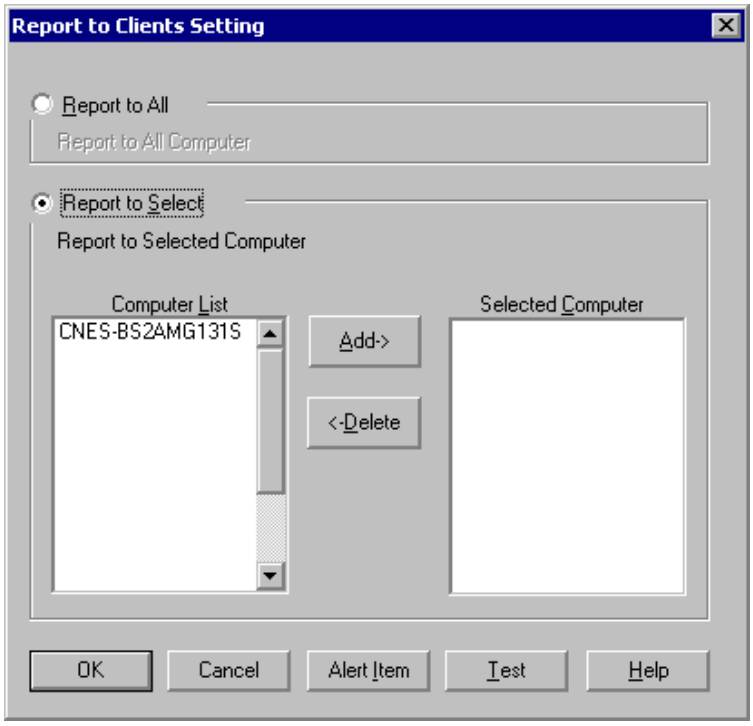
– [Test]:

For the test report, press this button.

Client Report

No base setting is required.　Refer to the following for the explanation about Destination setting.

■ [Report to Clients Setting] dialog



– [Report to All]:

Select this if you want to report to all the computers.

– [Report to Select]:

Select this if you want to report to specific computers in Domain Group.

– [Computer List]:

The computer is not reported.

– [Selected Computer]:

The computer is reported.

– [Add]:

Move selected computers from [Computer List]　to [Selected Computer].

– [Delete]:

Move selected computers from [Selected Computer]　to [Computer List].

– [OK]:

This dialog box closes with no set information added.

– [Cancel]:

This dialog box closes with no set information added.

– [Alert Item]:

For selecting report items, press this button.

– [Test]:

For the test report, press this button.

■ [Alert Item Setting] dialog

– [Computer Name]:

Check this to display a computer name.

– [Date]:

Click this to display a date.

– [Time]:

Click this to display a time.

– [Event Source]:

Click this to display a source name.

– [Event ID]:

Click this to display an event ID.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

2.5.4 Setting According to The Report Receiving Method

The [Receive] property sheet of the [Base Setting] dialog is used to select a method from a list and the setting is made in the dialog displayed by pressing the [Configure] button.

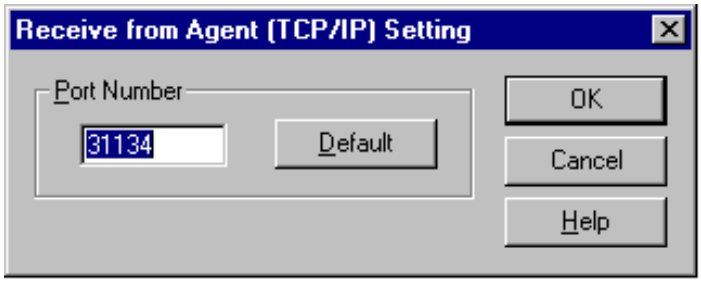
To report the Alert, make settings by clicking the function status bitmap and change to green.

Setting of Alert Receiving from Agent (TCP/IP)

Make the setting as follows:

[Receive from Agent (TCP/IP) Setting] dialog is used to set and modify a socket receive.

■ [Receive from Agent (TCP/IP) Setting] dialog



– [Port Number]:

Enter a port number used for socket receiving. This is not optional.

– [Default]:

To put the port number back to a default, press this button.

For this number, the same value must be set to the Agent and Manager (a default value is 31134 for both of Agent and remote Manager).

Do not change the value as long as the default value works.

– [OK]:

Set information is added and this dialog closes.

– [Cancel]:

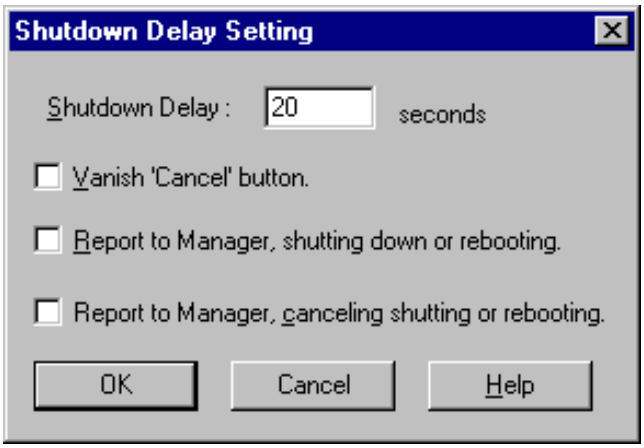
This dialog closes with no set information added.

2.5.5 Setting According to Other Report Receiving Method

Select the setting method from a list in the [Other] property sheet of [Base Setting] dialog and make the setting in the dialog displayed by pressing the [Configure] button.

Setting of Time Elapses Before Shut Down

■ [Shutdown Delay Setting] dialog



– [Shutdown Delay]:

Enter the time that elapses before shut down.

The setting is available in a range of 0 to 60.

Set contents become available immediately after the setting is made.

– [Vanish 'Cancel' button]:

To vanish 'Cancel' button that shut down dialog, mark this check box.

– [Report to Manager, shutting down or rebooting]:

To report to Manager when shut down or rebooting was active, mark this check box.

– [Report to Manager, canceling shutting or rebooting]:

To report to Manager when shut down or rebooting was canceled, mark this check box.

– [OK]:

Set information is added and this dialog box closes.

– [Cancel]:

This dialog box closes with no set information added.

Note If this function status is Red, the server never shut down/reboot even if a critical event or the shutting down request from the remote Manager has occurred.

If these events occur, the server will shut down.

1. Requested system shutdown from Manager.
2. The temperature exceeds the upper threshold.
3. The temperature is below the lower threshold.
4. Fan unit is malfunctioning.
5. Power unit is malfunctioning.
6. Expansion Chassis major alert reported.
7. The voltage exceeds the upper limit.
8. The voltage below the lower limit.
9. DC Voltage Alert reported.
10. CPU thermal trip occurred.
11. HDD temperature is in error status.

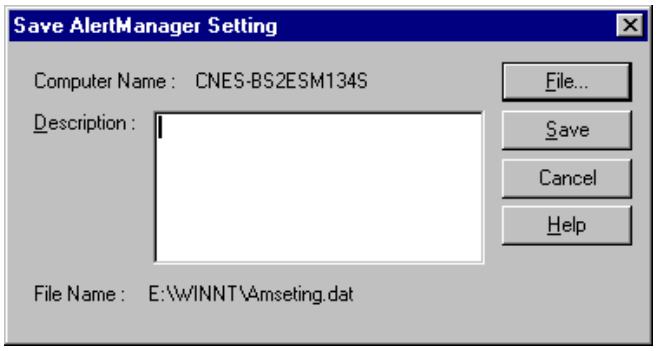
2.5.6 Save and Restore of Alert Manager Setting

Make the setting in the dialog displayed by pressing the [Save Alert Manager Setting] or [Restore Alert Manager Setting] or [Save Monitor Event] of [Options] menu.

Setting of "Save Alert Manager Setting"

You can save the Alert Manager setting information including base setting, destination setting and monitor event to a file.

■ [Save Alert Manager Setting] dialog



– [Computer Name]:

Computer name is displayed.

– [Description]:

When you want to add description to the file, input the description under 40 bytes of characters. This description is displayed in the [Restore Alert Manager Setting] dialog.

– [File Name]:

A file name you selected is displayed.

– [File...]:

To modify a file name press this button.

– [Save]:

To Save the Alert Manager setting information to the file.

How to save the Alert Manager setting information

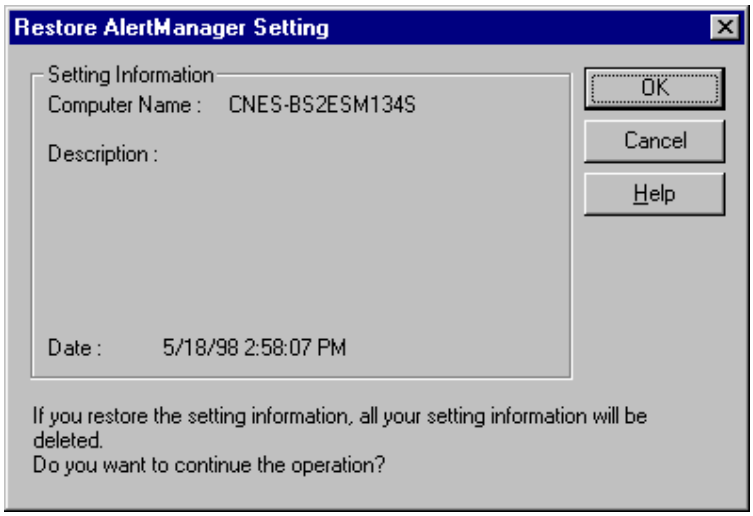
1. Press the [File…] button to select the drive and folder where you want to save the setting information and enter a file name.
2. Input the description if necessary.
3. Press the [Save...] button.
4. Click on OK.

Setting of "Restore Alert Manager Setting"

You can restore the Alert Manager setting information from the file to your system. The file must be the following.

1. The file which is saved in the Alert Manager of the same version.
2. The file which is saved on the same product environment.

■ [Restore Alert Manager Setting] dialog



– [Computer Name]:

  Computer name is displayed.

– [Description]:

  The description which is inputted in the [Save Alert Manager Setting] dialog is displayed.

– [File Name]:

  A file name you selected is displayed.

– [Date]:

  The saving date of the file is displayed.

– [OK]:

  To restore the Alert Manager setting press this button.

How to restore the setting information

1. Select the Options menu Restore Alert Manager Setting...
2. Select the drive, folder and correct file name.
3. Click on OK.

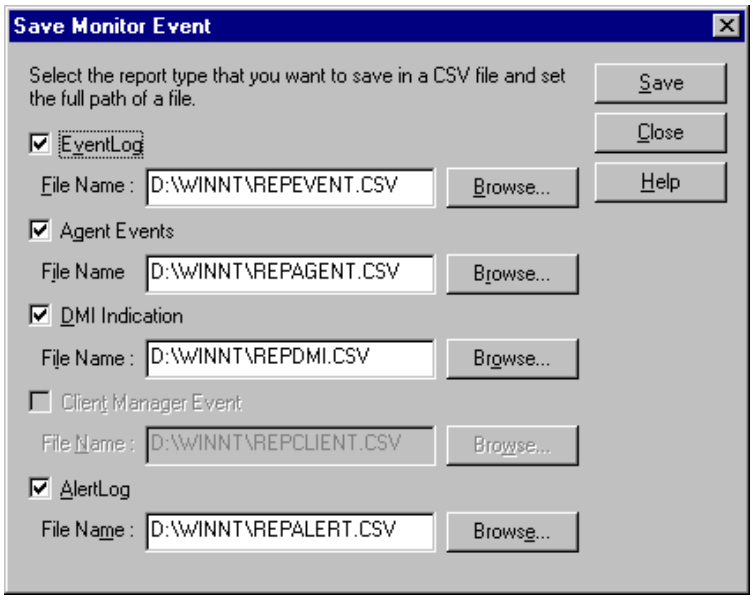
Note If you restore the Alert Manager setting information, all your setting information will be deleted.

Setting of "Save Monitor Event"

You can save the monitor event information of the Alert Manager (including monitoring event, monitoring alert, monitoring indication, trap name, event message, destination etc.) to CSV file.

The monitor event which can be selected is different according to the installed product (NEC ESMPRO Agent, NEC ESMPRO Manager etc.).

■ [Save Monitor Event] dialog



– [EventLog]:

To save a monitor event information of the Event Log in a CSV file, mark this check box.

– [Agent Events]:

To save a monitor event information of the Agent Events in a CSV file, mark this check box.

– [AlertLog]:

To save a monitor event information of the AlertLog in a CSV file, mark this check box.

– [File Name]:

Enter a CSV file name to save the monitor event information.

Type the full path of a CSV file into the edit box. Or, select a file from browser appears by pressing [Browse...] button.

Appendix

■ The following report methods cannot be used after you installed this product even if they could be used before installing.

– Pager
– Mail (MAPI)
– Receive from SMB
– SMB Alert

■ Note on Windows Vista and Windows Server 2008 or later

– The Report Method That Cannot Be Used:

"Report to Client" method cannot be used. Although no error appears even if you enable this method, it just does not work.

"Command execution (Run command)" method and "Pop-up Message" method are not supported. We will support them in a future version.

■ Note on Server Core

– Browse... of Save Monitor Event dialog box does not function.
– Help dialog box of Alert Manager setting tool does not appear.
– "Manager (TCP/IP Out-of-Band)" method cannot be used.
– Remote Access Service of "Internet Mail" method cannot be used.

■ Port number list

– [AlertManager <-> Mail Server]

Function	Alert Manager	Direction	Mail Server	Remarks
Internet Mail	Auto-assignment	-> <-	25/tcp	SMTP
		-> <-	110/tcp	POP 3(*1)

(*1) Only when POP before SMTP is used

* In case of two-way protocol, upper arrow shows that connection starts, and lower arrow shows that connection turns.

* In case of port No. unknown, unused port is used to start connection.